



Job Description

Job Title: Intern, Small Business Services and Training **FLSA Status:** Non-Exempt
Reports: Manager, SHOP Operations
Department: Small Business Sales and Operations

Summary /Overview: The Small Business Services and Training intern will learn how the Connecticut Marketplace, Access Health CT (AHCT) was created by the Affordable Care Act (ACA) to serve as an online tool to for Connecticut consumers to purchase health care insurance. AHCT is a quasi-public agency guided by federal regulations and supported by the CT Legislature and other elected officials. The Lieutenant Governor is the Chair of the AHCT Board of Directors. One of the requirements of the ACA is to offer group health care insurance to small businesses providing value at an affordable price.

The Small Business Services and Training intern will learn about and assist with the internal operations of Access Health CT Small Business Services (known as SHOP), which includes engagement of and outreach to insurance brokers, as well as learn to manage data on the AHCT Learning Management System (LMS) used to certify Brokers to sell group health care insurance through AHCT. There will be opportunities for research, outreach, and education of employers, brokers, and health care insurance prospects.

The intern will report to the Manager, Small Business Operations. Mentors will include the Manager of Training, Education, and Broker Services, the Sales Manager, as well as the eLearning and Training Specialist

Essential Duties

- Working with the Marketing Department develops a “welcome package” for new Small Business groups.
- Support outreach and education for small group employers, brokers, and customers or prospects.
- Research target market small businesses and identify contact information.
- Using raw data supplied by the Small Business’s information system vendor, develop pivot tables to access information needed to create monthly reports for the Federal Health and Human Services, Centers of Medicare and Medicaid Services.
- Assist with the update and maintenance of AHCT’s Learning Management system (both individual and group). This may include policy research into new or changing regulations that must be added to the Learning Management System certification process.
- Using information used to update the LMS, develop slides/media to be used in creating online education programs.
- Assist in updating new enrollees.

- Assist at outreach events targeting both small businesses and individual health care insurance consumers.
- This position may be most interesting for students with majors in business, social services, public policy, public health, healthcare insurance or other health care majors.

Requirements:

- Second or third year undergraduate.
- Self-directed.
- Ability to perform independent research of a complex nature.
- Excel user with facility in pivot tables.
- Previous experience working in a business environment.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an in office role in which the noise level in the work environment is usually low. May require occasional travel.

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